

# MEGAN ORR

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## CV

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### Profile

Throughout my career I have worked with a variety of customers and colleagues and have developed excellent customer service. This has also allowed me to become a headstrong decisive individual with the ability to adjust in various situations. I always take the utmost pride in all aspects of my job.

### Employment History

The Bell Jar: September 2019 – Present

After graduating from university I decided to move to a bar out with the city center in order to continue expanding my communication skills in a more relaxed atmosphere. This has allowed me to focus more on design work as well as develop further customer service skills.

Solid Rock Cafe: 14th February 2014 – September 2019

Being a valued team member in the Solid Rock Cafe for over five years allowed me to grow as a person and my abilities within the hospitality industry. The proudest part of my job is being the solo bartender in our basement bar every Friday and Saturday night. This entails a lot of trust and fast paced work as when it gets busy and you are on yourself you have to prove yourself and push your limits to get everything done to a standard you are proud of. As well as my expansion of conflict control with experiences of different clientele and situations that arise.

The Universal Bar & Kitchen: April 2013 - February 2014

Working in Universal is where I got to enhance my table service skills as well as my first step into putting excellent customer service into practice as I got to spend more time with customers and care for them. I got to build up my cocktail knowledge and tasting palate for different flavors and compliments. There was a high standard to follow which allowed me

to be attentive and care for the work I was producing.

JD Weatherspoon: September 2009 - April 2013

Starting at The Counting House when I was 17 years old meant that I had to really work on my waiting skills as I continued to be a floor associate for one year. I then progressed to the bar where I had to quickly learn to serve efficiently and all products had their own house serve styles. My time as a bartender in the Weatherspoon's chain taught me to serve quickly as well as maintaining customer care as there is often a lot of busy periods but I always wanted to ensure our customers were happy.

## Education

University of the West of Scotland: 2017- 2019

2:1 BA (Hons) Digital Art & Design

City of Glasgow College: 2015 - 2017

HND Digital Media

City of Glasgow College: 2012 - 2013

HNC Graphic Design

Airdrie Academy: 2003 – 2009

Highers in Art, Media & English